Temporary Working from Home During COVID Pandemic[1]

Guidelines for Employees and Supervisors

The onset of the COVID-19 pandemic resulted in St. Louis Community College quickly transitioning to a "work from home" environment for most employees. As the College transitions back to full operations on campus, some employees who have been working from home may be able to continue to work effectively from home during this time. However, many employees will be able to work more effectively and efficiently by returning to campus. We have developed the following guidance and best practices for employees and supervisors to follow to ensure that employees working from home (or other remote locations) have a safe and effective work environment. It is important to remember that working from home is not a right and managers have discretion in determining work location requirements for their departments/team. Some College employees will continue to work from home but may also be required to report on-site as needed to fully meet the requirements of their positions. If an employee is unable to perform the duties of their position from home, a return to work on campus will be necessary. This return to campus is possible under current city, county, state and federal guidance. Based on this guidance, the College has established protocols for the safe return to work.

Employees are required to follow city, county, state and federal safety guidelines and College protocols for returning to the worksite. All employees are required to complete the Employee Safe Return Guidelines training, offered through SafeColleges.

Additionally, continued work from home is not appropriate in the following circumstances:

- The nature of work requires physical presence or efficiency/quality of work will suffer if the employee is not physically present;
- Employee's productivity is low or inconsistent.

Supervisors should meet with employees who are working from home to review the information in these guidelines and to ensure appropriate work schedules and productivity expectations are clear. In circumstances where the supervisor determines that continued WFH is appropriate, the employee and supervisor must discuss and agree on the expectations of what work will be performed from home and performance standards. This discussion should include expectations regarding employee participation in team and/or supervisory meetings. If the employee is unable to meet the

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[1] These guidelines are prepared to assist supervisors and employees in assuring that any work from home arrangement during the period of the COVID pandemic will not result in low productivity, reduced quality or quantity of service to students or inability to effectively perform all job duties. Employees who may wish to request a work from home arrangement as an accommodation to a disability should follow usual College policies and procedures for requesting workplace accommodations.

expectations required for working from home, then a return to onsite work will be necessary.

The employee and supervisor must address the following WFH parameters and determine how they will be implemented:

- Can all essential functions of the employee's position be performed remotely? If the position requires direct service to students, the College believes that students are better served when employees are working on site, in most instances.

- What job duties are to be performed at home. Employee's position description will be reviewed to assess whether there is a sufficient amount of work that can be performed remotely to support a full-time WFH arrangement. Additionally, all essential functions of the position must be able to be performed from home. When an employee is working from home, but an insufficient volume of work is available that can be performed at home, the employee will be required to work at their on-campus work site or to use personal and/or vacation leave.

- Is the home environment conducive to performance of the job functions? The supervisor and employee should discuss the home environment:

  a. Is the home environment ergonomically correct? STLCC will not provide office furniture or other equipment for the employee to use at home.
  b. Is the home environment free from distractions that would impact the quality of performance?
  c. Will the employee have childcare or family care responsibilities while working from home? (More than minimal child/family care responsibilities will impact the employee's ability to perform their work and must be considered in determining if continued WFH is appropriate. The supervisor and employee will discuss leave options available under those circumstances.[2])
  d. Will the employee be able to segregate a work space and College equipment to ensure security of materials and safety of equipment?

- The employee and supervisor will discuss the expectations and requirements about work hours.
  a. What are the expectations for the employee's work hours? Particularly for non-exempt employees, work should be performed within regular business hours, the number of hours worked must not exceed the

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[2] If the employee is receiving workplace accommodations, the supervisor should consult with Human Resources to determine whether, and how, workplace accommodations should be addressed while the employee is working from home.

employee's usual work schedule and the employee must obtain approval from their supervisor, in advance, before performing any over-time work.

b. The employee must be able to effectively manage their own work-flow during business hours, unless an alternative work hours arrangement has been agreed upon between the employee and supervisor.

c. Non-exempt employees who WFH must accurately record hours worked and any overtime must be approved in advance.

d. All employees must follow regular practices to notify their supervisor and record sick leave or vacation leave appropriately in Banner self-service.

- WFH does not change an employee's primary work location.

- Employee must have reliable access to the internet to WFH. The employee and supervisor will review whether employee has a reliable internet service provider with adequate coverage. If the employee does not have connectivity at home that will allow for reliable internet access, a WFH arrangement is not appropriate. The College will not pay for internet service in the employee's home.

- Employee must be accessible by phone and Skype/Teams, etc. The employee and supervisor will discuss how regular communication will occur so that workflow and efficiency is maintained.

- Employees remain bound by all Board & College policies and procedures, as well as all personnel laws and regulations while WFH. Employee and supervisor will discuss any concerns, including but not limited to applicability of non-discrimination/harassment policies to the WFH arrangement.

- The College is not responsible for operating cost, home maintenance or any other incidental cost (e.g. utilities, telephone, and insurance) or other costs associated with the use of employee's residence or computer.

- The supervisor, in consultation with the employee, will review the data classification of the information required to perform the employee's job duties. The supervisor will supply the necessary technology to the employee to appropriately protect High and Moderate risk data if applicable. Employee agrees that all college data, software, equipment, supplies and any work-related information must be properly protected and secured.
    a. Employees shall conduct all College business involving High or Moderate risk data on College approved and supported technology (for example: a college owned laptop).

b. All usage of College data and technology shall be in-line with Board Policy and Administrative Procedures with respect to Responsible Use of Information and Technology (J.3).

c. Employees are responsible for ensuring the safety and security of College data and technology in their care. Including restricting access only to authorized College personnel.

- Employee and supervisor will determine how employee will access resources that must stay at the on-site work location (e.g., sensitive hardcopy files, shared resource materials, or large equipment).

- The employee and supervisor will discuss how work performance (quality and quantity) will be assessed. Employee will be evaluated on their work performance and productivity to the same standards as when the employee is working on campus.

Please direct your questions and concerns to Robin Phillips, Associate Vice Chancellor of Human Resources.